

Element Performance Inspection (EPI) Data Collection Tool

6.1.3 Flight Attendant Duty / Rest Time (OP)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To ensure that flight attendants are assigned duty and rest periods, and/or applicable flight time, in compliance with regulations.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Flight Attendant Duty / Rest Time process.
- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Flight Attendant Duty / Rest Time process.

Specific Instructions:

- To accomplish this EPI, the inspector should be familiar with the Certificate Holder's record keeping system(s), including software, if applicable. The inspector shall review the Certificate Holder's Operations Specifications, particularly paragraph A032 to determine if the Certificate Holder has adopted the flight crewmember duty rest rules for their flight attendants.

Related EPI(s):

- 6.1.1 Scheduling / Reporting System (OP)
- 6.1.2 Flight Crewmember Flight / Duty / Rest Time (OP)
- 6.1.4 Dispatcher Duty / Rest Time (OP)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirement(s) (SRRs):

- SRRs:
 - 119.43(b)
 - 119.43(b)(1)
 - 119.43(b)(2)
 - 119.43(c)

119.5(l)
119.7(a)(1)
121.135(a)(1)
121.135(b)(1)
121.135(b)(2)
121.135(b)(24)
121.135(b)(3)
121.391(c)
121.467(a)
121.467(b)
121.467(b)(1)
121.467(b)(10)
121.467(b)(11)
121.467(b)(12)
121.467(b)(13)
121.467(b)(14)
121.467(b)(2)
121.467(b)(3)
121.467(b)(4)
121.467(b)(5)
121.467(b)(6)
121.467(b)(7)
121.467(b)(8)
121.467(b)(9)
121.467(c)
121.467(c)(1)(i)
121.467(c)(1)(ii)
121.467(c)(1)(iii)
121.467(c)(1)(iv)
121.683(a)(1)
121.683(b)
121.683(c)
A003 Airplane Authorization
A032 Adoption of Flight Crewmember Flight Time

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
 - 119.49(a)(13)
 - 119.49(b)(13)
 - 119.51(c)
- FAA Policy/Guidance:
 - Amendment 121–241 59FR42974
 - Interpretation 1997–6 "Federal Aviation Decisions"
 - HBAT 95–16
 - HBAT 98–08

EPI SECTION 1 – PERFORMANCE OBSERVABLES

Objective: (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Flight Attendant Duty / Rest Time.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the policies, procedures, instructions and information for the Flight Attendant Duty / Rest Time process contained in the Certificate Holder's manual.
- 3 Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.
- 4 Observe the Flight Attendant Duty / Rest Time process to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.
- 5 Discuss the Flight Attendant Duty / Rest Time process with the personnel (other than management) who perform the duties and responsibilities required by the process.

Questions

To meet this objective, the inspector must answer the following questions:

- | | |
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| 1 Were the following Performance Measures met: | |
| 1.1 Were flight attendants given the required rest periods by the Certificate Holder before reporting for duty?

<i>Related performance JTIs:</i> <ul style="list-style-type: none"> • Check at the air carrier specified location by interviewing the crew scheduler(s), that flight attendants were assigned duty periods so that the applicable duty period limitations and rest requirements were met in accordance with the Certificate Holder's design or as required by 14 CFR section 121.467 and other FAA guidance.
Sources: 121.467 • Check at the air carrier specified location by observing the crew scheduler(s) scheduling flight attendants, that the flight attendants are being assigned duty periods so that the applicable duty period limitations and rest requirements are met in accordance with the Certificate Holder's design or as required by 14 CFR section 121.467 and other FAA guidance.
Sources: 121.467 • Check at the aircraft cabin by interviewing the flight attendants, that flight attendants are being assigned duty periods so that the applicable duty period limitations and rest requirements are met in accordance with the Certificate Holder's design or as required by the regulations and FAA guidance.
Sources: 121.467 | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 1.2 Were flight attendants free from duties assigned by the Certificate Holder during required rest periods? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 1.3 Was each flight attendant released from duty by the Certificate Holder for 24 consecutive hours in each 7 consecutive calendar day period? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |

<p>1.4 Were applicable flight time requirements met for flight attendants?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.5 Were flight attendants scheduled so their duty periods were not exceeded without the required rest and/or augmentation?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check at the air carrier specified location by interviewing the crew scheduler(s), that flight attendants were assigned duty periods so that the applicable duty period limitations and rest requirements were met in accordance with the Certificate Holder's design or as required by 14 CFR section 121.467 and other FAA guidance. Sources: 121.467 • Check at the air carrier specified location by observing the crew scheduler(s) scheduling flight attendants, that the flight attendants are being assigned duty periods so that the applicable duty period limitations and rest requirements are met in accordance with the Certificate Holder's design or as required by 14 CFR section 121.467 and other FAA guidance. Sources: 121.467 • Check at the aircraft cabin by interviewing the flight attendants, that flight attendants are being assigned duty periods so that the applicable duty period limitations and rest requirements are met in accordance with the Certificate Holder's design or as required by the regulations and FAA guidance. Sources: 121.467 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.6 Did the Certificate Holder maintain current records of each flight attendant showing compliance with flight/duty limitations and rest requirements?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check the flight attendant scheduling records at the Certificate Holder's records repository, that flight attendants were assigned duty periods so that the applicable duty period limitations and rest requirements were met in accordance with the Certificate Holder's design or as required by the regulations and FAA guidance. Sources: 121.467 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>2 Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Flight Attendant Duty / Rest Time process followed?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check at the air carrier specified location by interviewing the crew scheduler(s), that if the flight attendant was scheduled an interim break at a hotel (i.e., less than a minimum rest period), that the break was included within the duty period limitations in accordance with the Certificate Holder's design. Sources: Amendment 121–241 (59 FR 42974, August 19, 1994) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<ul style="list-style-type: none"> • Check at the aircraft cabin by interviewing crewmembers (pilots and flight attendants) that crewmembers understand that the Pilot in Command cannot initiate an aircraft operation if s/he knows that flight attendant duty and rest rules would be violated. <i>Sources:</i> Interpretation 1997–6, Federal Aviation Decisions, page I–137 • Check at the aircraft cabin by interviewing flight attendants, that flight attendants understand that the Pilot in Command cannot initiate an aircraft operation if s/he knows that flight attendant duty and rest rules would be violated. <i>Sources:</i> Interpretation 1997–6, Federal Aviation Decisions, page I–137 	
3	Were the Flight Attendant Duty / Rest Time process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4	<p>Did the records for the Flight Attendant Duty / Rest Time process comply with the instructions provided in the Certificate Holder's manual?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> • Check the flight attendant scheduling records at the Certificate Holder's records repository, that flight attendants were assigned duty periods so that the applicable duty period limitations and rest requirements were met in accordance with the Certificate Holder's design or as required by the regulations and FAA guidance. <i>Sources:</i> 121.467 • Check the flight attendant scheduling records at the Certificate Holder's records repository, that if a flight attendant was scheduled an interim break at a hotel (i.e., less than a minimum rest period), that the break was included within the duty period limitations in accordance with the Certificate Holder's design. <i>Sources:</i> Amendment 121–241 (59 FR 42974, August 19, 1994) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5	Were the process measurements for the Flight Attendant Duty / Rest Time process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<i>EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu</i>
1. Personnel.
2. Tools and Equipment.
3. Technical Data.
4. Procedures, policies or instructions or information.
5. Materials.
6. Facilities.
7. Controls.
8. Process Measures.
9. Interfaces.
10. Desired Outcome.
11. Other.

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Flight Attendant Duty / Rest Time is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1 Identify the person who has overall responsibility for the Flight Attendant Duty / Rest Time process.

2 Identify the person who has overall authority for the Flight Attendant Duty / Rest Time process.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6 below. Answer questions 2.1 & 2.2 below, and provide the name/title.

3 Review the duties and responsibilities for the person(s) who manage the Flight Attendant Duty / Rest Time process documented in the Certificate Holder's manual.

4 Review the appropriate organizational chart.

5 Discuss the Flight Attendant Duty / Rest Time process with the management personnel identified in Tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed for the Flight Attendant Duty / Rest Time process:

2.1 Is there a clearly identified person who is responsible for the quality of the Flight Attendant Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Flight Attendant Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the Flight Attendant Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the Flight Attendant Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Flight Attendant Duty / Rest Time process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

2.6 Does the person with authority to establish and modify the Flight Attendant Duty / Rest Time process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Flight Attendant Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Flight Attendant Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Flight Attendant Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Flight Attendant Duty / Rest Time process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<i>EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES –Drop Down Menu</i>	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	